

May 31, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105

Vermont 2-1-1 hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. Vermont 2-1-1 is limiting its comments to the status of 2-1-1 service in Vermont].

Vermont 2-1-1 employs 9 and since **February, 2005** has provided 2-1-1 service/is preparing to provide 2-1-1 service to the entire State of Vermont reaching a population of 623,000. The database of service providers used for making referrals has listings for 660 agencies, 1952 programs and 5398 services. In 2006 our 2-1-1 call center received 8436 calls. Since launching 2-1-1 service, Vermont 2-1-1 has received 21,185 calls.

The most common reasons clients give for calling Vermont 2-1-1 are for basic needs such as food, shelter, transportation and utility assistance. Vermont 2-1-1 has been promoted as the number to call for parenting information, taking over the State's Parent's Assistance Line. Vermont 2-1-1 took calls from over 1300 low income individuals during tax season to connect them with a tax scheduler for free tax assistance. Vermont Emergency Management is now forwarding the Public Inquiry Line to 2-1-1 during drills and live responses.

Vermont 2-1-1 has worked closely with community partners, including the Agency of Human Services, Area Agencies on Aging, Volunteer Centers and United Ways, and devoted significant time and resources to implementing and operating 2-1-1 service to ease access for people in need to information about health and human services and to support . We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,

MaryEllen Mendl, Director

Vermont 2-1-1